

Customer Service Specialist

Location: Toronto, ON

Function:

The Customer Service Specialists handle activities including order taking, processing orders from beginning to end, providing a single point of contact to ensure a consistent customer experience, coordinating order fulfillment, providing necessary information to customers, and problem resolution. The team assists in building profitable sales by enhancing customer satisfaction and confidence.

What you will do:

- Receive and process customer orders
- Develop solutions to customer needs/opportunities
- Build and sustain long-term customer partnerships
- Display effective communication and interpersonal skills
- Collaborate effectively with team members
- Resolve problems and non-conformances quickly
- Other duties as required

What you will require:

- University degree or College diploma with specialized training in a related field (i.e. chemistry, sales or customer service) with two (2) years' of customer service experience
- Must have a strong organizational aptitude, be detailed oriented and have excellent time management skills
- Must have strong problem solving skills with the ability to prioritize and multitask
- Must be a team player who is customer-oriented and self-motivated with a proven ability to interface confidently with internal and external stakeholders
- Must have strong computer skills using Microsoft office suite including Outlook, Excel and Word

We have:

- Competitive wages and great benefits
- A pleasant place to work with the best co-workers around
- Enjoyable company events throughout the year
- Training and education reimbursement programs

How do I apply?

Please send your resume and cover letter in Word or PDF format to toronto.hr@univarcanada.com . Please indicate the job title and location (Customer Service Specialist –Toronto) in the subject line of your email. Please note that candidates are subject to background and reference checks. Thank you for your interest in Univar.

About Univar

Univar Canada is the leading distributor of chemistry and related innovative products and services in Canada. We provide more chemical products and related services than any other company in the marketplace. Our wide distribution network, with locations coast-to-coast, helps guarantee fast, reliable service to Univar's customers.

Safety is our first priority, both the starting point and foundation for all aspects of our global business operations. Safe transport and storage of products, safe operational practices and safe working conditions enable us to protect our employees, customers, suppliers and the environment.

To read more about our successes and what we do, please visit: www.univar.com.